

UNITED STATES PATENT AND TRADEMARK OFFICE  
**CERTIFICATE OF CORRECTION**

PATENT NO. : 7,353,182 B1  
APPLICATION NO. : 09/608293  
DATED : April 1, 2008  
INVENTOR(S) : Jean L. Missinhoun et al.

Page 1 of 1

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

In the Specification

In column 4, line 21, after "a completed" delete "an".

In column 7, line 22, before "interaction database" delete "a" and substitute --an-- in its place.

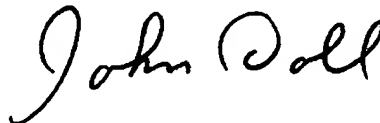
In column 8, line 20, before "customer interaction database" delete "an" and substitute --a-- in its place.

In the Claims

In columns 17-18, in claim 6, line 20, after "customer based" insert --on--.

Signed and Sealed this

Twenty-fourth Day of March, 2009



JOHN DOLL  
*Acting Director of the United States Patent and Trademark Office*